

Enterprise Incident Report March 2012

As of 4/2/2012

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Board of Pardons and Parole	Application Support	Branden Thomas	1	0	1
			1	0	1
		Assigned to Individual Total	1	0	1
			1	0	1
	Help Desk	Brenda Treadway	0	1	1
			0	1	1
		Assigned to Individual Total	0	1	1
			0	1	1
	Metro C Desktop Support	Chad D Fowers	0	2	2
			0	0	0
		Tammy Black	0	2	2
			0	0	0
		Assigned to Individual Total	0	4	4
			0	0	0
	Metro C Help Desk	Chris Olson	0	1	1
			0	0	0
		Cliff Jensen	0	6	6
			0	6	6
		Reed Stohel	0	11	11
			0	10	10
		Ross Owen	0	3	3
			0	1	1

Enterprise Incident Report March 2012

As of 4/2/2012

Board of Pardons and Parole

			High	Low	FCR Total
Board of Pardons and Parole	Metro C Help Desk	Assigned to Individual Total	0 0	21 17	21 17
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0	2 0
		Assigned to Individual Total	1 0	1 0	2 0
	Voice/Data/WAN Services	Jana Gunnell	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		2 1	28 18	30 19
	Customer Company Total			2 1	28 18

Enterprise Incident Report March 2012

As of 4/2/2012

Board of Pardons and Parole

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Board of Pardons and Parole	Application Support	Branden Thomas	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro C Desktop Support	Chad D Fowers	0 0	2 1	2 1
		Tammy Black	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 1	4 1
	Metro C Help Desk	Chris Olson	0 0	1 1	1 1
		Cliff Jensen	0 0	6 0	6 0
		Reed Stohel	0 0	11 0	11 0
		Ross Owen	0 0	3 0	3 0

Enterprise Incident Report March 2012

As of 4/2/2012

Board of Pardons and Parole

			High	Low	MIR Total
Board of Pardons and Parole	Metro C Help Desk	Assigned to Individual Total	0 0	21 1	21 1
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0	2 0
		Assigned to Individual Total	1 0	1 0	2 0
	Voice/Data/WAN Services	Jana Gunnell	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		2 0	28 2	30 2
Customer Company Total			2 0	28 2	30 2

Enterprise Incident Report March 2012

As of 4/2/2012

Board of Pardons and Parole

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Board of Pardons and Parole	Application Support	Branden Thomas	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro C Desktop Support	Chad D Fowers	0 0.00	2 1.14	2 1.14
		Tammy Black	0 0.00	2 0.05	2 0.05
		Assigned to Individual Total	0 0.00	4 0.60	4 0.60
	Metro C Help Desk	Chris Olson	0 0.00	1 1.37	1 1.37
		Cliff Jensen	0 0.00	6 0.00	6 0.00
		Reed Stohel	0 0.00	11 0.04	11 0.04
		Ross Owen	0 0.00	3 0.27	3 0.27

Enterprise Incident Report March 2012

As of 4/2/2012

Board of Pardons and Parole

			High	Low	ATTIR Total
Board of Pardons and Parole	Metro C Help Desk	Assigned to Individual Total	0 0.00	21 0.13	21 0.13
	Voice Operations	Romanza Hamblin Sorensen	1 0.18	1 0.19	2 0.19
		Assigned to Individual Total	1 0.18	1 0.19	2 0.19
	Voice/Data/WAN Services	Jana Gunnell	0 0.00	1 0.08	1 0.08
		Assigned to Individual Total	0 0.00	1 0.08	1 0.08
	Assigned Group Total		2 0.09	28 0.19	30 0.18
Customer Company Total			2 0.09	28 0.19	30 0.18

Enterprise Incident Report March 2012

As of 4/2/2012

Board of Pardons and Parole

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Board of Pardons and Parole	Application Support	Branden Thomas	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro C Desktop Support	Chad D Fowers	0 0	2 0	2 0
		Tammy Black	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Metro C Help Desk	Chris Olson	0 0	1 0	1 0
		Cliff Jensen	0 0	6 0	6 0
		Reed Stohel	0 0	11 0	11 0
		Ross Owen	0 0	3 0	3 0

Enterprise Incident Report March 2012

As of 4/2/2012

Board of Pardons and Parole

			High	Low	MR Total
Board of Pardons and Parole	Metro C Help Desk	Assigned to Individual Total	0 0	21 0	21 0
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0	2 0
		Assigned to Individual Total	1 0	1 0	2 0
	Voice/Data/WAN Services	Jana Gunnell	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		2 0	28 0	30 0
Customer Company Total			2 0	28 0	30 0

Enterprise Incident Report March 2012

As of 4/2/2012

Board of Pardons and Parole

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Board of Pardons and Parole	Application Support	Branden Thomas	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro C Desktop Support	Chad D Fowers	0 0.00	2 1.41	2 1.41
		Tammy Black	0 0.00	2 0.53	2 0.53
		Assigned to Individual Total	0 0.00	4 0.97	4 0.97
	Metro C Help Desk	Chris Olson	0 0.00	1 1.37	1 1.37
		Cliff Jensen	0 0.00	6 0.00	6 0.00
		Reed Stohel	0 0.00	11 0.65	11 0.65
		Ross Owen	0 0.00	3 0.27	3 0.27

Enterprise Incident Report March 2012

As of 4/2/2012

Board of Pardons and Parole

			High	Low	ATTR Total
Board of Pardons and Parole	Metro C Help Desk	Assigned to Individual Total	0 0.00	21 0.43	21 0.43
	Voice Operations	Romanza Hamblin Sorensen	1 0.28	1 0.25	2 0.26
		Assigned to Individual Total	1 0.28	1 0.25	2 0.26
	Voice/Data/WAN Services	Jana Gunnell	0 0.00	1 0.31	1 0.31
		Assigned to Individual Total	0 0.00	1 0.31	1 0.31
	Assigned Group Total		2 0.14	28 0.49	30 0.46
Customer Company Total			2 0.14	28 0.49	30 0.46

Enterprise Incident Report March 2012

As of 4/2/2012

Board of Pardons and Parole

Detail

INC000000471003	Jan Nicol Metro C Help Desk	Application Cliff Jensen	Error Board of Pardons and Parole	Microsoft PowerPoint Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000471562	Melissa Stapley Metro C Desktop Support	None Chad D Fowers	None Board of Pardons and Parole	Internet Explorer Low Closed	TIR Missed: Yes TTR Missed: No	1.99 2.53
INC000000472316	Cheri Prince Metro C Desktop Support	Print/Copy/Scan/Fax Tammy Black	None Board of Pardons and Parole	None Low Closed	TIR Missed: No TTR Missed: No	0.08 1.04
INC000000472421	Tatiana Karaivanova Metro C Help Desk	Application Cliff Jensen	Password Board of Pardons and Parole	Utah Department of Corrections Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000472849	Julie K Brown Metro C Help Desk	Network Cliff Jensen	Incident Board of Pardons and Parole	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000473899	Camie Escobar Metro C Help Desk	Application Ross Owen	Error Board of Pardons and Parole	None Low Closed	TIR Missed: No TTR Missed: No	0.29 0.29
INC000000474566	Tatiana Karaivanova Metro C Desktop Support	Print/Copy/Scan/Fax Chad D Fowers	None Board of Pardons and Parole	None Low Closed	TIR Missed: No TTR Missed: No	0.29 0.29
INC000000475748	Clark A Harms Application Support	Application Branden Thomas	Error Board of Pardons and Parole	None High Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000476138	Camie Escobar Metro C Help Desk	Network Reed Stohel	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000476480	Megan B Hess Help Desk	Application Brenda Treadway	Password Board of Pardons and Parole	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477645	Megan Flox-Lambert Metro C Help Desk	PC/Laptop Reed Stohel	None Board of Pardons and Parole	None Low Closed	TIR Missed: No TTR Missed: No	0.49 0.75
INC000000477655	Megan Flox-Lambert Metro C Help Desk	None Ross Owen	None Board of Pardons and Parole	None Low Closed	TIR Missed: No TTR Missed: No	0.51 0.51
INC000000477950	Camie Escobar Metro C Help Desk	Network Cliff Jensen	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478295	Kym Chaplin Voice/Data/WAN Services	Telecom Jana Gunnell	None Board of Pardons and Parole	Telephone Low Closed	TIR Missed: No TTR Missed: No	0.08 0.31
INC000000478721	Chyleen Arbon Metro C Help Desk	Network Reed Stohel	None Board of Pardons and Parole	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478791	Camie Escobar Metro C Help Desk	Network Cliff Jensen	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report March 2012

As of 4/2/2012

Board of Pardons and Parole

INC000000479168	Kim Allen Metro C Help Desk	Network Reed Stohel	None Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000480468	Susanne Escobar Metro C Help Desk	Application Reed Stohel	None Board of Pardons and Parole	Proofpoint Email Security Low	Resolved	TIR Missed: No TTR Missed: No	0.00 2.89
INC000000480468	Susanne Escobar Metro C Help Desk	Application Reed Stohel	None Board of Pardons and Parole	Proofpoint Email Security Low	Resolved	TIR Missed: No TTR Missed: No	0.00 2.89
INC000000481394	Cheri Prince Metro C Help Desk	Network Reed Stohel	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000482114	Kent W Jones Metro C Help Desk	None Ross Owen	None Board of Pardons and Parole	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000482390	Chyleen Arbon Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	None Board of Pardons and Parole	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000482685	Cheri Prince Metro C Desktop Support	Print/Copy/Scan/Fax Tammy Black	None Board of Pardons and Parole	None Low	Resolved	TIR Missed: No TTR Missed: No	0.03 0.03
INC000000483304	Cheri Prince Metro C Help Desk	None Cliff Jensen	None Board of Pardons and Parole	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000483419	Clark A Harms Metro C Help Desk	None Reed Stohel	None Board of Pardons and Parole	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000483846	Chyleen Arbon Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Board of Pardons and Parole	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.19 0.25
INC000000484884	Jennifer Bartell Metro C Help Desk	Network Chris Olson	Incident Board of Pardons and Parole	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.37 1.37
INC000000485641	Angela Micklos Voice Operations	Telecom Romanza Hamblin Sorensen	CrossTalk/Noise/Static Board of Pardons and Parole	Telephone High	Resolved	TIR Missed: No TTR Missed: No	0.18 0.28
INC000000486482	Kym Chaplin Metro C Help Desk	Network Reed Stohel	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000487323	Kenneth Bingham Metro C Help Desk	Network Reed Stohel	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00